

Columbia Gas[®]
of Kentucky

A NiSource Company

P.O. Box 14241
2001 Mercer Road
Lexington, KY 40512-4241

February 15, 2005

Ms. Beth O'Donnell
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
P. O. Box 615
Frankfort, KY 40602

RECEIVED

FEB 17 2005

PUBLIC SERVICE
COMMISSION

Re: Case No. 2000-129

Dear Ms. O'Donnell:

As part of the Order issued by the Commission in the above referenced case, Columbia Gas of Kentucky was required to file certain information on August 15, 2000 and quarterly or semi-annually thereafter. Please find the information attached hereto.

Sincerely,



Judy M. Cooper
Director, Regulatory Policy

cc: Anita Mitchell

**BEFORE THE PUBLIC SERVICE COMMISSION
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED JUNE 30, 2000**

From the Order at Page B-6, Item 1:

On a quarterly basis, Columbia Energy Group should file a report detailing the proportionate share Columbia of Kentucky (CKY) has in Columbia Energy Group's (CEG) total operating revenues, operating and maintenance expense, and number of employees.

Response:

See Attached

Columbia Energy Group and Columbia of Kentucky
Proportionate Shares
For the Quarter Ended December 31, 2004

	<u>Columbia of Kentucky</u>		<u>Columbia Energy Consolidated</u>	
Gross Revenue	\$	152,919 2.29%	\$	3,221,532 48%
Operating & Maintenance Expenses	\$	26,808 2.21%	\$	678,789 56%
Employees		169 1.96%		3,738 43%

**BEFORE THE PUBLIC SERVICE COMMISSION
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED JUNE 30, 2000**

From the Order at Page B-6, Quarterly Item 2:

A report listing the number of employees of Columbia Energy and each subsidiary on the basis of payroll assignment.

Response:

See attached.

Columbia Energy Group

Subsidiary Staffing

As of December 31, 2004

	TOTAL
Columbia Gas of Kentucky Inc	169
Columbia Gas of Ohio Inc	1,165
Columbia Gas of Maryland Inc	43
Columbia Gas of Pennsylvania Inc	637
Columbia Gas of Virginia Inc	215
Columbia Gulf Transmission Co	246
Columbia Gas Transmission Corp	1,266
CNS Microwave Inc	2
GRAND TOTAL	3,743

**BEFORE THE PUBLIC SERVICE COMMISSION
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED DECEMBER 31, 2000**

From the Order at Page B-6:

Twelve-month income statements and balance sheets. CKY will separately report Kentucky jurisdictional operations and other jurisdictional operations.

Response:

- a. CEG Consolidated Income Statement, twelve-month ended December 31, 2004

See attached

- b. CEG Consolidated Balance Sheet, as of December 31, 2004

See attached

- c. CKY Income Statement, twelve-month ended December 31, 2004

See attached

- D. CKY Balance Sheet, as of December 31, 2004

See attached

Columbia Energy Group and Subsidiaries
Rolling 12-Month Income Statement
For Period Ended December 31, 2004

December 2004

Net Revenues	
Gas distribution	2,203,235.65
Gas Transportation and Storage	925,973.66
Other products and services	92,323.02
Gross Revenues	3,221,532.33
Cost of sales	1,481,070.13
Total Net Revenues	1,740,462.20
Operating Expenses	
Operation and maintenance	678,788.94
Depreciation, Depletion, & Amortization	169,302.72
Loss (gain) on sale or impairment of assets	1,210.83
Other Taxes	175,743.24
Total Operating Expenses	1,025,045.74
Operating Income	715,416.46
Other Income (Deductions)	
Interest expense, net	-96,475.05
Other, Net	24,796.48
Total Other Income (Deductions)	-71,678.57
Income from Continuing Operations before Tax	643,737.89
Income Taxes	240,076.70
Income from Continuing Operations	403,661.19
Inc (Loss) from Discon Oper - Net of Tax	2,144.54
Gain/Loss - Disp of Disc Op. - Net Tax	1,619.30
Change in Accounting - Net of Taxes	-
Net Income	407,425.04

Columbia Energy Group and Subsidiaries
Balance Sheet
ended December 31, 2004

	December 2004
<hr/>	
ASSETS	
Property, Plant and Equipment	
Utility Plant	8,338,457.90
Accumulated Depreciation and Amortization	-3,718,665.63
Net Utility Plant	<u>4,619,792.28</u>
Gas and Oil Producing Properties, Successful Efforts Method	
Other property at cost less accum deprec	1,999.26
Net Property, Plant and Equipment	<u>4,621,791.53</u>
Investments and Other Assets	
Assets of Discontinued Operations & Assets Held for Sale	23,425.35
Unconsolidated Affiliates	41,658.79
Other Investments	<u>41,663.70</u>
Total Investments	<u>106,747.83</u>
Current Assets	
Cash and Cash Equivalents	13,485.04
Cash Invested in the NiSource Money Pool	440,674.25
Restricted Cash	5,415.88
Accounts Receivable - Unaffiliated	263,119.34
Accounts Receivable - Affiliated	11,745.97
Unbilled Revenue	164,362.07
Gas Inventory	285,757.20
Underrecovered gas and fuel costs	239,355.48
Materials and Supplies, at Average Cost	17,033.11
Price Risk Management Assets (Current)	45,716.25
Exchange gas receivable	131,742.89
Current regulatory assets	87,853.46
Prepayments and Other	<u>73,997.44</u>
Total current assets	<u>1,780,258.38</u>
Other Assets	
Price Risk Management Assets (Noncurrent)	113,876.38
Noncurrent regulatory assets	354,240.29
Intangible assets, less accum amort	10,813.85
Deferred charges and other	<u>133,292.51</u>
Total Other Assets	<u>612,223.02</u>
Total Assets	<u>7,121,020.76</u>

Columbia Energy Group and Subsidiaries
Balance Sheet
ended December 31, 2004

CAPITALIZATION and LIABILITIES

Capitalization

Common Stock Equity

Common stock	0.03
Additional paid-in capital	1,419,554.83
Retained earnings	1,439,271.41
Accum other compr income(loss) & other common stock equity	103,978.79
Total common stock equity	<u>2,962,805.05</u>

Preferred Stocks -

Long-term debt, excluding amounts due within one year	1,075,923.64
Total capitalization	<u>4,038,728.69</u>

Current Liabilities

Current portion of long-term debt	281,881.64
Short-term borrowings	105.18
Accounts Payable - Unaffiliated	310,721.31
Accounts Payable - Affiliated	19,393.84
Dividends payable	-
Customer deposits	25,542.51
Taxes accrued	120,190.42
Interest accrued	11,403.81
Overrecovered gas & fuel costs	1,555.53
Price risk management liabilities (current)	4,885.46
Exchange gas payable	323,650.38
Current deferred revenue	23,224.22
Current regulatory liabilities	24,513.01
Accrued liability for postretirement and postemployment benefits-current	33,520.31
Other Accruals	357,427.70
Total current liabilities	<u>1,538,015.30</u>

Other Liabilities and Deferred Credits

Deferred income taxes	814,910.63
Deferred investment tax credits	25,472.20
Deferred credits	47,778.96
Noncurrent deferred revenue	86,877.45
Accrued liability for postretirement and postemployment benefits-noncurrent	84,531.99
Noncurrent regulatory liabilities	368,761.84
Other noncurrent liabilities	115,943.71
Total noncurrent liabilities	<u>1,544,276.77</u>

Total capitalization & liabilities

7,121,020.76

Columbia Gas of Kentucky, Inc.
Rolling 12-Month Income Statement
For Period Ended December 31, 2004

	December 2004
Net Revenues	
Gas distribution	129,976.03
Gas Transportation and Storage	22,942.99
Other products and services	-
Gross Revenues	<u>152,919.02</u>
Cost of sales	<u>103,600.05</u>
Total Net Revenues	<u>49,318.97</u>
Operating Expenses	
Operation and maintenance	26,808.28
Depreciation, Depletion, & Amortization	5,094.25
Other Taxes	<u>1,985.39</u>
Total Operating Expenses	<u>33,887.92</u>
Operating Income	<u>15,431.05</u>
Other Income (Deductions)	
Interest expense, net	-3,393.49
Other, Net	<u>1,309.49</u>
Total Other Income (Deductions)	<u>-2,084.00</u>
Income from Continuing Operations before Tax	13,347.05
Income Taxes	<u>5,087.16</u>
Income from Continuing Operations	<u>8,259.88</u>
Net Income	<u>8,259.88</u>

Columbia Gas of Kentucky, Inc.
Balance Sheet
ended December 31, 2004

December 2004

ASSETS

Property, Plant and Equipment

Utility Plant 240,992.77

Accumulated Depreciation and Amortization -85,672.88

Net Utility Plant 155,319.89

Gas and Oil Producing Properties, Successful Efforts Method

Net Property, Plant and Equipment 155,319.89

Investments and Other Assets

Current Assets

Cash and Cash Equivalents 418.04

Accounts Receivable - Unaffiliated 13,117.47

Accounts Receivable - Affiliated 9,070.57

Unbilled Revenue 15,095.96

Gas Inventory 9,761.82

Underrecovered gas and fuel costs 14,421.52

Materials and Supplies, at Average Cost 32.14

Exchange gas receivable 378.58

Current regulatory assets 876.85

Prepayments and Other 2,102.53

Total current assets 65,275.48

Other Assets

Noncurrent regulatory assets 2,493.49

Intangible assets, less accum amort -

Deferred charges and other 946.61

Total Other Assets 3,440.10

Total Assets 224,035.47

Columbia Gas of Kentucky, Inc.
Balance Sheet
ended December 31, 2004

	<u>December 2004</u>
CAPITALIZATION and LIABILITIES	
Capitalization	
Common Stock Equity	
Common stock	23,806.20
Additional paid-in capital	4,684.38
Retained earnings	<u>49,057.82</u>
Total common stock equity	77,548.39
Preferred Stocks -	
Long-term debt, excluding amounts due within one year	<u>36,309.20</u>
Total capitalization	<u>113,857.59</u>
Current Liabilities	
Current portion of long-term debt	5,839.83
Short-term borrowings	-
Accounts Payable - Unaffiliated	19,403.18
Accounts Payable - Affiliated	4,717.81
Customer deposits	2,975.54
Taxes accrued	-1,192.96
Interest accrued	22.72
Price risk management liabilities (current)	-
Exchange gas payable	10,280.50
Current regulatory liabilities	3,318.70
Accrued liability for postretirement and postemployment benefits-	753.85
current	
Other Accruals	<u>16,575.46</u>
Total current liabilities	<u>62,694.63</u>
Other Liabilities and Deferred Credits	
Deferred income taxes	15,249.56
Deferred investment tax credits	1,117.53
Accrued liability for postretirement and postemployment benefits-	1,525.68
noncurrent	
Noncurrent regulatory liabilities	24,384.26
Other noncurrent liabilities	<u>5,206.23</u>
Total noncurrent liabilities	<u>47,483.25</u>
Total capitalization & liabilities	<u><u>224,035.47</u></u>

**BEFORE THE PUBLIC SERVICE COMMISSION
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED JUNE 30, 2000**

From the Order at Page 25, Item 11:

The Applicants should file semi-annually a report detailing the adoption and implementation of best practices at Columbia of Kentucky. The report should be filed 45 days after the close of the reporting period.

Response:

Columbia continues to look for opportunities to implement best practices. However, there are no specific items to report upon at this time. As part of its continuous improvement perspective, Columbia continues to seek ideas and opportunities for improvement. The ideas are evaluated, analyzed and sometimes lead to implementation or further study or are dismissed at the time and may be considered again at a future date.

**BEFORE THE PUBLIC-SERVICE COMMISSION OF KENTUCKY
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED JUNE 30, 2000**

From the Order at pages 13 and 25 (#15):

NiSource should file a schedule of its actual acquisition costs to date, at the level of detail shown in response to Item 18(a) of the Commission's May 10, 2000 Order. NiSource should specifically identify any costs allocated to Columbia Energy.

Response:

No additional costs have been incurred since the last report.

BEFORE THE PUBLIC-SERVICE COMMISSION OF KENTUCKY
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED JUNE 30, 2000

From the Order at pages 13 and 25:

Columbia Energy should file a schedule of its actual acquisition costs to date, including any costs allocated to it by NiSource, at the level of detail shown in response to Item 5(a) of the Commission's May 22, 2000 Order. Columbia Energy should identify any costs allocated to a subsidiary or affiliate, provide the name of the subsidiary or affiliate and the accounting entries made on its books, and identify the basis for the allocation.

Response:

No additional costs have been incurred since the last report.

**BEFORE THE PUBLIC SERVICE COMMISSION
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED JUNE 30, 2000**

From the Order at Page 22:

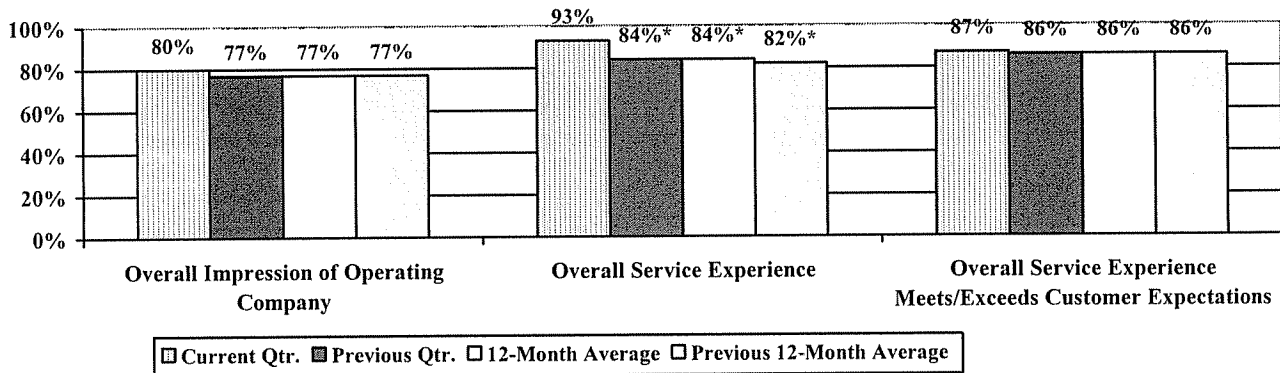
Columbia of Kentucky should file its most recent SMRI reports with the Commission on a semi-annual basis.

Response:

The Fourth Quarter 2004 report is attached.

-- Columbia Gas of Kentucky --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)



- Columbia Gas of Kentucky customers gave significantly higher ratings for the current measurement in the area of overall service experience compared to the previous quarter, the 12-month average and the previous 12-month average.

Key Drivers of Satisfaction with Overall Service Experience

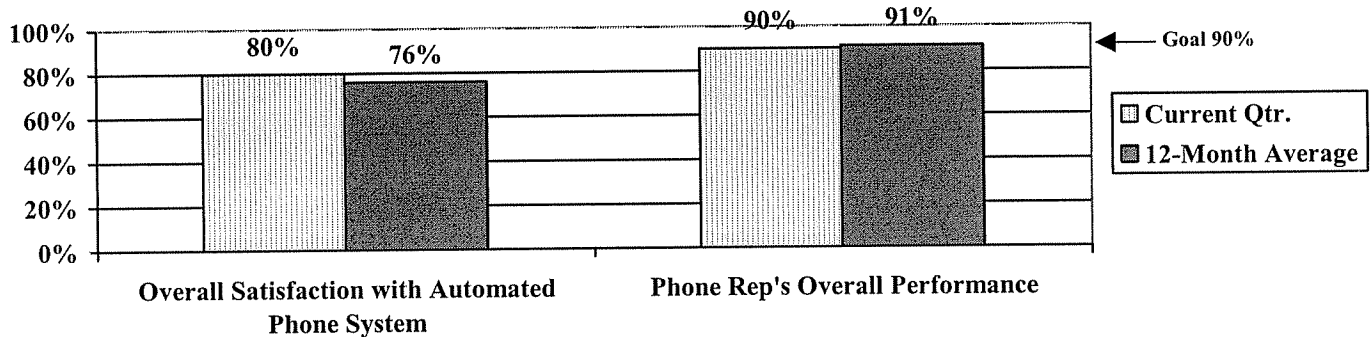
	Columbia Gas of Kentucky		Change	
	Current Qtr.	12-Month Average	Previous Qtr.	12-Month Average
Phone rep taking care of request quickly and efficiently	93%	90%	+7%*	+3%*
Overall service experience meeting or exceeding customer expectations	87%	86%	+1%	+1%
Overall ease of contacting company to discuss situation	86%	85%	-1%	0%
Phone rep having necessary authority to make decisions	90%	88%	+5%*	+1%
Amount of time it took to complete transaction on IVRU	65%	74%	-8%	-10%
Overall performance of sales rep/ field service rep or work crew	94%	96%	-3%	-2%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

- The key drivers of satisfaction with the overall service experience are shown in the table above. Customers gave a significantly higher percentage of "6" or higher ratings compared to previous quarter as well as 12-month average in the area of phone rep taking care of request quickly and efficiently. Phone rep having necessary authority to make decisions increased significantly compared to the previous quarter.

Overall Satisfaction with Telephone Service

(Percent Rating "6" or Higher on Ten-Point Scale)



Automated Telephone System/Access to Reps

	Current Qtr.	Change from Previous Quarter
Variety of services and information offered	74%	-11%*
Ease of understanding menu options and directions	88%	0%
Amount of time took to get to desired menu option	69%	-8%*
Time to complete automated transaction	65%	-8%
Overall ease of contacting company	86%	-1%
Amount of time spent waiting	80%	+5%

Telephone Rep Service

	Current Qtr.	Change from Previous Quarter
Being courteous and professional	94%	+3%
Treating you as respected customer	92%	+2%
Showing interest and concern	90%	+4%
Displaying skill and knowledge	91%	+4%
Adequately answering questions	91%	+2%
Understanding purpose of call	92%	+4%*
Having authority to make decisions	90%	+5%*
Handling request quickly/efficiently	93%	+7%*

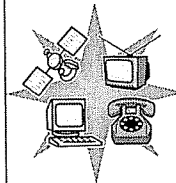
Percent rating "6" or higher on ten-point scale

- Customers gave a significantly lower percentage of "6" or higher ratings compared to previous quarter in the area for two attributes: variety of services and information offered and amount of time it took to get to desired menu option. Customers gave a significantly higher percentage of "6" and higher ratings compared to the previous quarter for three attributes: understanding purpose of call, having authority to make decisions, and handling request quickly/efficiently



Percentage of Cases Resolved with One Call

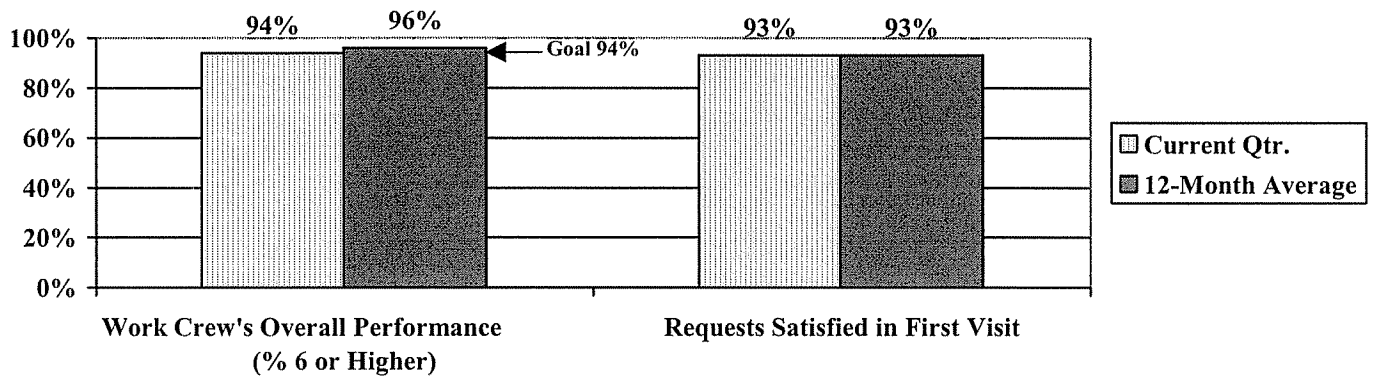
Current Qtr.	12-Month Average
69%	73%



Percent Rating Phone Service as Better/Same as Peer Utilities

Current Qtr.	12-Month Average
90%	84%

Satisfaction with Service Visit



Scheduling Service Visit

	Current Qtr.	Change from Previous Quarter
Scheduling to meet customer needs	90%	-4%
Telling you when work would take place	87%	-3%
Work crew arriving on time	94%	-1%

Work Crew Performance

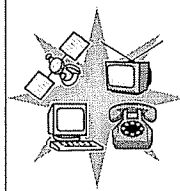
	Current Qtr.	Change from Previous Quarter
Being pleasant and courteous	96%	-1%
Displaying skill and knowledge	99%	+2%
Taking time to explain work	95%	0%
Adequately answering questions	98%	+2%
Being informed about your request	94%	-3%
Performing work quickly and efficiently	97%	0%
Leaving work area neat and clean	98%	+1%

Percent rating "6" or higher on ten-point scale



Field Service Rep/Work Crew Displaying Skill and Knowledge

Current Qtr.	12-Month Average
99%	98%

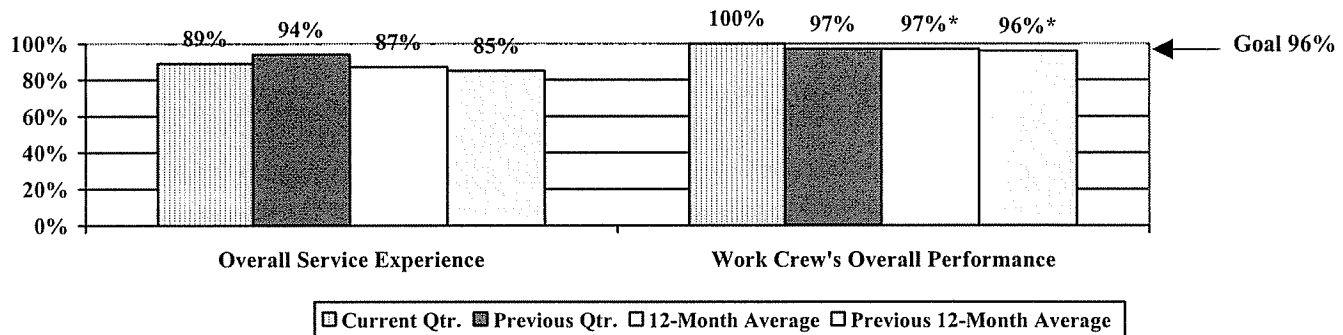


Percent Rating Service Visit as Better/Same as Peer Utilities

Current Qtr.	12-Month Average
N/A	N/A



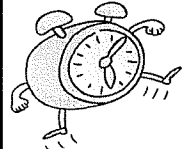

-- Ashland Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)

**Key Drivers of Satisfaction with Service Person/Work Crew**

	Ashland Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	100%	99%	0%	+1%
Adequately answering all questions	100%	98%	0%	+2%
Displaying skill and knowledge in job	100%	100%	0%	0%
Being pleasant and courteous	100%	99%	0%	+1%
Being informed about specific request	98%	97%	-2%	+1%

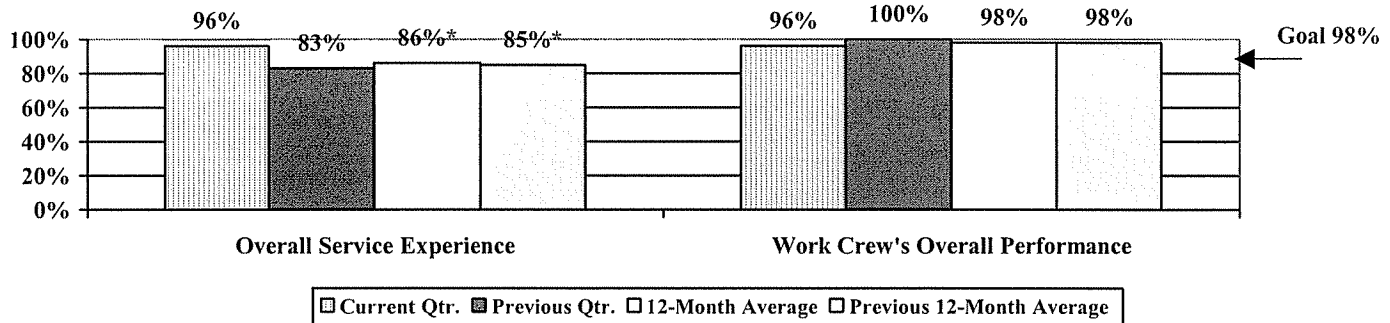
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>90%</td> <td>90%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	90%	90%	 <p>Leaving Work Area Neat and Safe</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>98%</td> <td>96%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	98%	96%
<u>Current Qtr.</u>	<u>12-Month Average</u>								
90%	90%								
<u>Current Qtr.</u>	<u>12-Month Average</u>								
98%	96%								
 <p>Arriving On Time (Percent Rating "6" or Higher)</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>100%</td> <td>98%*</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	100%	98%*	 <p>Percent Rating Field Service as Better than or Same as Peer Utilities</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>N/A</td> <td>N/A</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	N/A	N/A
<u>Current Qtr.</u>	<u>12-Month Average</u>								
100%	98%*								
<u>Current Qtr.</u>	<u>12-Month Average</u>								
N/A	N/A								

* Indicates a statistically significant difference from current quarter at 90% confidence level.



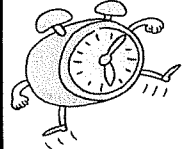

-- East Point Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)

**Key Drivers of Satisfaction with Service Person/Work Crew**

	East Point Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	90%	96%	-10%	-6%
Adequately answering all questions	100%	97%	0%	+3%*
Displaying skill and knowledge in job	100%	99%	0%	+1%
Being pleasant and courteous	100%	99%	0%	+1%
Being informed about specific request	94%	96%	-6%	-1%

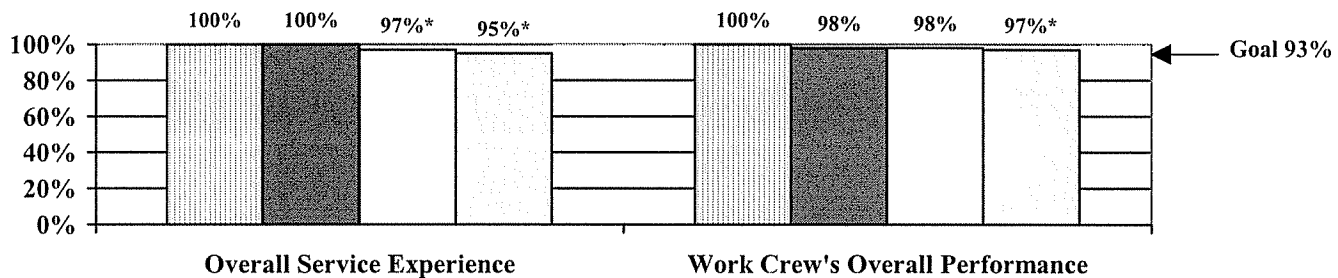
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>96%</td> <td>91%</td> </tr> </table>	Current Qtr.	12-Month Average	96%	91%	 <p>Leaving Work Area Neat and Safe</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>100%</td> <td>97%*</td> </tr> </table>	Current Qtr.	12-Month Average	100%	97%*
Current Qtr.	12-Month Average								
96%	91%								
Current Qtr.	12-Month Average								
100%	97%*								
 <p>Arriving On Time (Percent Rating "6" or Higher)</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>94%</td> <td>92%</td> </tr> </table>	Current Qtr.	12-Month Average	94%	92%	 <p>Percent Rating Field Service as Better than or Same as Peer Utilities</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>N/A</td> <td>N/A</td> </tr> </table>	Current Qtr.	12-Month Average	N/A	N/A
Current Qtr.	12-Month Average								
94%	92%								
Current Qtr.	12-Month Average								
N/A	N/A								

* Indicates a statistically significant difference from current quarter at 90% confidence level.

-- Frankfort Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)



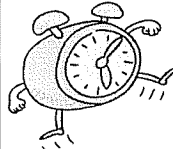
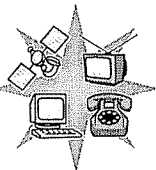


Current Qtr.
 Previous Qtr.
 12-Month Average
 Previous 12-Month Average

Key Drivers of Satisfaction with Service Person/Work Crew

	Frankfort Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	100%	100%	0%	0%
Adequately answering all questions	100%	100%	0%	0%
Displaying skill and knowledge in job	100%	100%	0%	0%
Being pleasant and courteous	86%	96%	-14%	-10%
Being informed about specific request	86%	97%	-14%	-11%

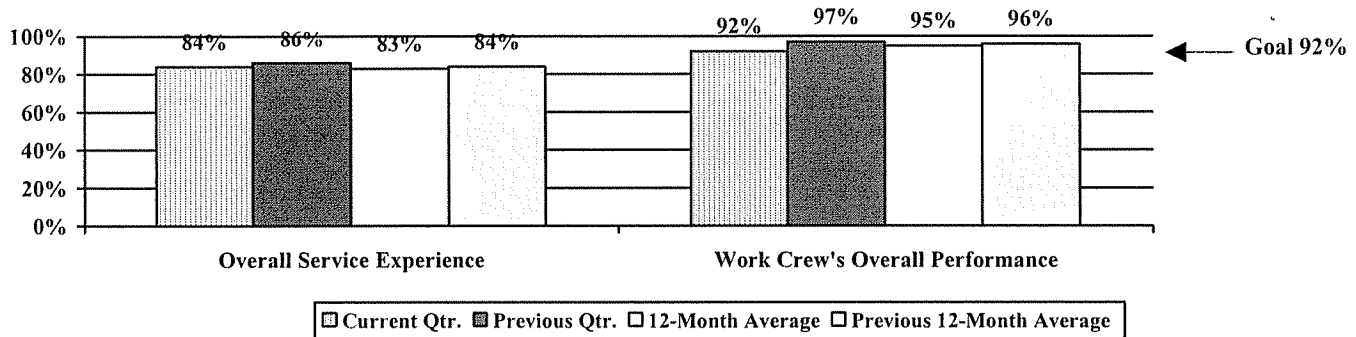
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <p><u>Current Qtr.</u> <u>12-Month Average</u></p> <p>90% 97%</p>	 <p>Leaving Work Area Neat and Safe</p> <p><u>Current Qtr.</u> <u>12-Month Average</u></p> <p>100% 96%*</p>
 <p>Arriving On Time (Percent Rating "6" or Higher)</p> <p><u>Current Qtr.</u> <u>12-Month Average</u></p> <p>86% 96%</p>	 <p>Percent Rating Field Service as Better than or Same as Peer Utilities</p> <p><u>Current Qtr.</u> <u>12-Month Average</u></p> <p>N/A N/A</p>

* Indicates a statistically significant difference from current quarter at 90% confidence level.



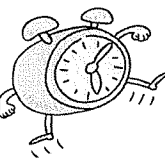

-- Lexington Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)

**Key Drivers of Satisfaction with Service Person/Work Crew**

	Lexington Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	96%	95%	+1%	+1%
Adequately answering all questions	98%	94%	+5%	+4%*
Displaying skill and knowledge in job	99%	97%	+3%	+2%
Being pleasant and courteous	95%	95%	0%	0%
Being informed about specific request	94%	95%	-1%	-1%

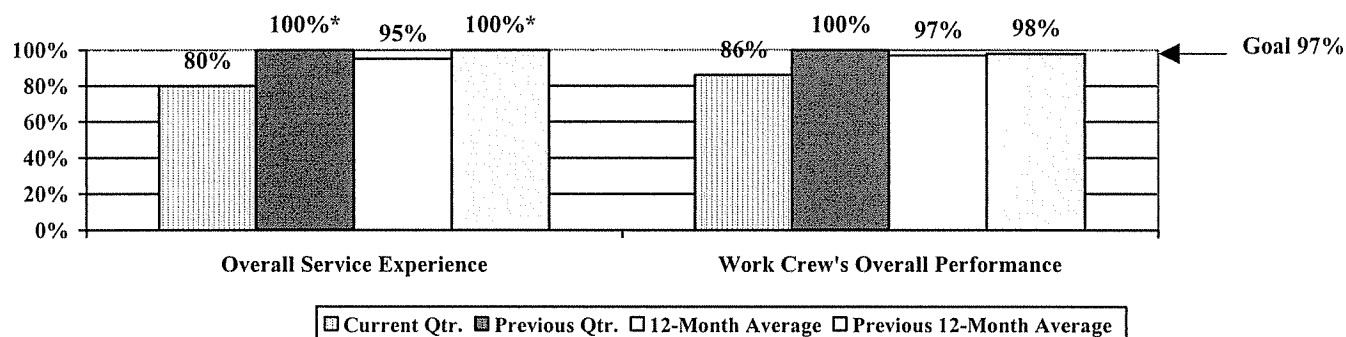
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>89%</td> <td>89%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	89%	89%	 <p>Leaving Work Area Neat and Safe</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>99%</td> <td>98%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	99%	98%
<u>Current Qtr.</u>	<u>12-Month Average</u>								
89%	89%								
<u>Current Qtr.</u>	<u>12-Month Average</u>								
99%	98%								
 <p>Arriving On Time (Percent Rating "6" or Higher)</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>96%</td> <td>94%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	96%	94%	 <p>Percent Rating Field Service as Better than or Same as Peer Utilities</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>N/A</td> <td>N/A</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	N/A	N/A
<u>Current Qtr.</u>	<u>12-Month Average</u>								
96%	94%								
<u>Current Qtr.</u>	<u>12-Month Average</u>								
N/A	N/A								

* Indicates a statistically significant difference from current quarter at 90% confidence level.



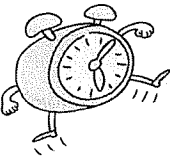
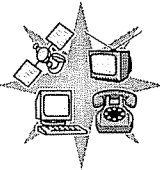
-- Maysville Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)

**Key Drivers of Satisfaction with Service Person/Work Crew**

	Maysville Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	100%	100%	0%	0%
Adequately answering all questions	75%	91%	-25%*	-16%
Displaying skill and knowledge in job	100%	100%	0%	0%
Being pleasant and courteous	100%	100%	0%	0%
Being informed about specific request	86%	95%	-14%	-9%

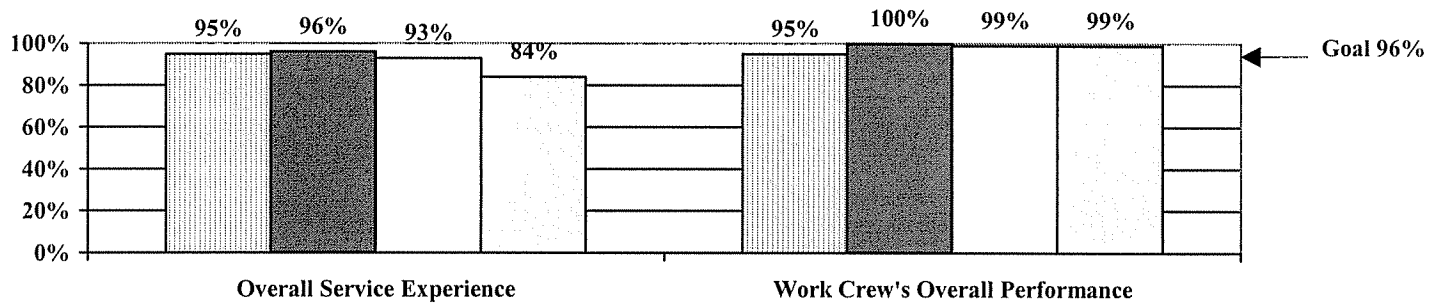
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 Overall Service Experience Meeting/Exceeding Customer Expectations			 Leaving Work Area Neat and Safe		
<u>Current Qtr.</u>		<u>12-Month Average</u>	<u>Current Qtr.</u>		<u>12-Month Average</u>
80%		95%	100%		100%
 Arriving On Time (Percent Rating "6" or Higher)			 Percent Rating Field Service as Better than or Same as Peer Utilities		
<u>Current Qtr.</u>		<u>12-Month Average</u>	<u>Current Qtr.</u>		<u>12-Month Average</u>
65%		88%	N/A		N/A

* Indicates a statistically significant difference from current quarter at 90% confidence level.

-- Paris Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)



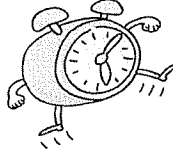
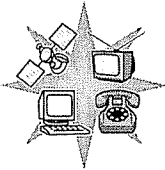


☐ Current Qtr.
 ☒ Previous Qtr.
 ☐ 12-Month Average
 ☐ Previous 12-Month Average

Key Drivers of Satisfaction with Service Person/Work Crew

	Paris Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	100%	100%	0%	0%
Adequately answering all questions	100%	100%	0%	0%
Displaying skill and knowledge in job	100%	100%	0%	0%
Being pleasant and courteous	100%	100%	0%	0%
Being informed about specific request	100%	100%	0%	0%

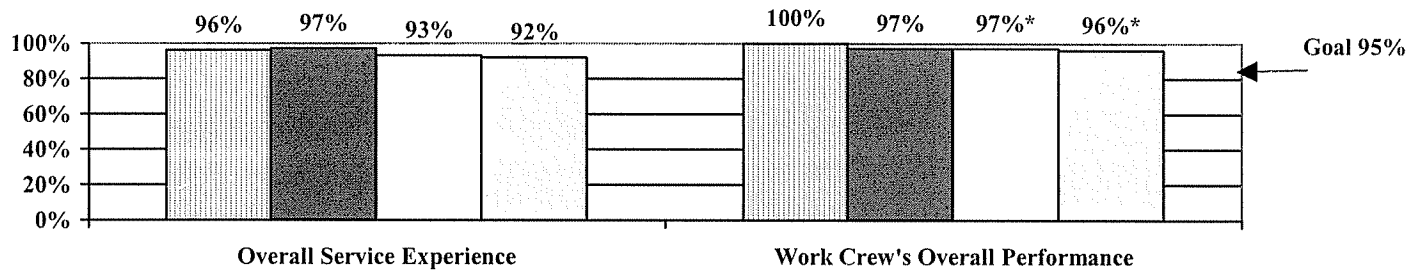
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 Overall Service Experience Meeting/Exceeding Customer Expectations		 Leaving Work Area Neat and Safe	
<u>Current Qtr.</u>	<u>12-Month Average</u>	<u>Current Qtr.</u>	<u>12-Month Average</u>
90%	90%	77%	94%
 Arriving On Time (Percent Rating "6" or Higher)		 Percent Rating Field Service as Better than or Same as Peer Utilities	
<u>Current Qtr.</u>	<u>12-Month Average</u>	<u>Current Qtr.</u>	<u>12-Month Average</u>
100%	98%	N/A	N/A

* Indicates a statistically significant difference from current quarter at 90% confidence level.

-- Winchester Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)



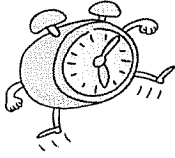
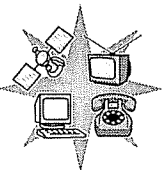


☐ Current Qtr.
 ☐ Previous Qtr.
 ☐ 12-Month Average
 ☐ Previous 12-Month Average

Key Drivers of Satisfaction with Service Person/Work Crew

	Winchester Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	97%	99%	-3%	-2%
Adequately answering all questions	100%	99%	0%	+1%
Displaying skill and knowledge in job	100%	100%	0%	0%
Being pleasant and courteous	100%	100%	0%	0%
Being informed about specific request	100%	99%	0%	+1%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 Overall Service Experience Meeting/Exceeding Customer Expectations		 Leaving Work Area Neat and Safe	
<u>Current Qtr.</u>	<u>12-Month Average</u>	<u>Current Qtr.</u>	<u>12-Month Average</u>
98%	94%	98%	98%
 Arriving On Time (Percent Rating "6" or Higher)		 Percent Rating Field Service as Better than or Same as Peer Utilities	
<u>Current Qtr.</u>	<u>12-Month Average</u>	<u>Current Qtr.</u>	<u>12-Month Average</u>
91%	95%	N/A	N/A

* Indicates a statistically significant difference from current quarter at 90% confidence level.